

Making Your Job Work For you...

A Job Retention Handbook

STATE OF MICHIGAN
FAMILY INDEPENDENCE AGENCY



Manpower
Information
and Services For
Transitioning
Youth

CONTENTS

Introduction	3
Program Overview	
Manpower Information and Services For Transitioning Youth (MISTY)	4
What does it really take to succeed on the job?	5
Talking to your supervisor	7
Talking to your supervisor	8
What employers look for in a good employee	8
How to approach employer by the telephone	9
Dress for success on your job	11
What should I wear to my job?	12
Personal appearance in the workplace	12
Getting along...	
Working through conflict on the job	13
Conflicts happen	14
How to handle problem situations on the job	16
Know about sexual harassment	17
Life skills management	19
Money management	20
How to start a budget	21
Preparing your budget	22
Budget expenses	23
Other life management skills	25
Managing your life will help you manage your job	26
Personal appearance	26
Taking care of you	27
Food management	27
Housing and housekeeping	28
Transportation management	29
Community resources	29
Looking to the future...	
getting what you want	31
What is your plan?	32
Do your homework	34
Working your plan and planning your work	34
Summary	36

INTRODUCTION

When you started your journey to find a job, you probably thought that looking at the classified ads, filling out applications, and going on interviews for the right job was pretty tough. Then, one day you got the job--and the hard work began.

It takes just as much effort to keep a job as it does to convince an employer that he or she should hire you. It is a task that you will tackle every day that you walk through the doors of your employer's workplace. You will be working at it every time you come in contact with your co-workers and with your employer's customers. Work is often hard work.

There may be times when you face challenges on your new job. But as you go through this handbook and think about some of the ways you might handle those challenges, you will start to feel the little victories of charting your course and building your future.

The goal of this handbook is to support you in your efforts to keep a job after you've gotten it. The Manpower Information and Services For Transitioning Youth has created this handbook to give you some tools to help you stay in the job market. We also hope that you use the last section of the handbook to help you chart out your course and plan for the future. Good Luck.

MISTY

Manpower Information and Services For Transitioning Youth

What Is MISTY?

The Manpower Information and Services for Transitioning Youth program provide comprehensive vocational training and employment services for eligible youth.

Who Is Eligible for MISTY?

Youth age 15 through 20, who are State Wards (P.A. 150) with priority consideration for youth over age 16, who are in a community placement and engaged in employment related endeavors.

What Is A State Ward Under P.A. 150?

Public Act 150 is the Youth Rehabilitation Services Act of the 1974. The act provides for the acceptance and care of youth committed to the Family Independence Agency by the juvenile division of Probate Court.

What Services Can Be Provided Through MISTY?

- Employment testing/training
- Vocational education/training
- Job placement and follow-up services
- Subsidy assistance while in training or employment
- Work related clothing and tools

What Program Incentives Are Available through MISTY?

- A subsidy up to \$15 per day can be made available to eligible youth while attending Vocational training, seeking employment, or during the initial employment period
- A wage subsidy can be reimbursed to the employer at a 50% rate for a maximum of 960 hours or 24 weeks
- A wage subsidy can be reimbursed to the employer at a 100% rate for a maximum of 480 hours or 12 weeks
- A wage subsidy extension can be requested for vocational training and employment. This request must include a rationale and benefits to be derived by the youth.

How Can Funds Be Accessed Through MISTY?

- A referral should be processed through the Family Independence Agency's local office delinquency services worker.

- Payments are made directly to the employer or youth from the Family Independence Agency's local office.

- Payments can also be authorized for Residential Care Centers and processed through the Family Independence Agency's central administration.

What Are The Program Expectations For Youth In MISTY?

- To be effective and productive
- To be reliable and trustworthy
- To be on time and dependable
- Enroll and complete a skilled training program
- Learn effective employment seeking skills
- Manifest a positive appearance
- Manifest a positive self image
- Experience a work environment
- Learn how to function adequately in an employment setting
- Acquire on-the-job training
- Learn how to follow rules
- Stay focused on job tasks
- Develop a good work habits
- Develop a good work attitude
- Establish a good work history
- Maintain or improve existing skills
- Obtain permanent employment
- Secure positive employment reference for future career mobility

What Are The Program Expectations For Employers Who Participate In MISTY?

- Provide youth with a positive work/training experience at a wage equal to the standard for entry level or new hires in the same position.
- Upon completion of subsidized employment period the employer is expected to employ youth for at least an equal length of time at the appropriate pay level.

WHAT DOES IT REALLY TAKE TO SUCCEED ON THE JOB?

It takes hard work and initiative to be really successful on a job. It also takes a positive attitude. If you have these two things going for you, you can learn the other things that it takes to make, as you learn the other things that it takes to make it, as you go along. Of course, you will make some mistakes, we all do. But the important thing is to learn from them and continue to build your skills on each and every job you have.

There are many things that go into keeping a job. Success in each one of them is up to you. Here are just a few:

- Show up on time. Find out what time your job starts and be there ready to work. If you are supposed to punch in at 8:55 a.m. to start work at 9:00 a.m., don't show up at 9:00 a.m. to start work at 9:05 a.m..
- Go to work every day you are scheduled. "I didn't feel like getting up and going today" is not a good excuse. If you have children, make sure that you have dependable day care and emergency care set up in case your child gets too sick to go the sitter or school.
- Work hard. Show initiative. Don't just do the bare minimum that you are asked. Show that you can take on additional responsibilities and you are ready to learn.
- Be pleasant and respectful to your supervisor, co-workers and your employer's customers and vendors. Do not curse or use inappropriate language.
- Be honest and trustworthy. Things like lying and stealing can lead to instant dismissal.
- Be positive. Look at each experience as a good thing that leads to the next. Employees who complain all the time are viewed negatively.
- Be a team player. Some times a co-worker will need help with a task. Just like a basketball, the team is what wins or loses the game.
- Ask questions when you are not sure. It is better to ask than to assume.
- Leave the job at the time you are supposed to. Leaving an hour early because it is a slow day is not appropriate.
- Make sure you know what time and how often your breaks are. Don't take more breaks or longer breaks than you are supposed to.
- Don't gossip on the job.
- Don't take long lunches.
- Do not allow your family members or friends to hang out at your job.
- Don't make personal calls. Never make long distance calls or allow your friends to call you collect at work.
- Do not use your employer's Internet service inappropriately.
- Avoid office or workplace romances.
- Do not make rude or flirtatious comments to co-workers. It could be considered sexual harassment, which are grounds for firing at most companies.
- Don't play games at work, unless it is within company policy to play cards, etc., on your break. Only on breaks, if allowed.
- Don't steal.
- Stay away from job site trouble makers.
- Never come to work under the influence of alcohol or other substances. If you work in a smoke-free zone, do not smoke.
- Never threaten any one on the job.
- Don't be loud or boisterous.
- Don't go into restricted areas.
- Don't wander around the job site when you should be at your assigned job location.

Talking to Your Supervisor

TALKING TO SUPERVISOR

Your relationship with your supervisor is an important one. It is often the supervisor who decides if you get a pay raise, or a promotion. He or she can make your work a positive or negative experience.

You will not always like every supervisor you have. But it is good to be able to get along as well as possible with that person.

- Talk with the person to be clear on expectations--both his/her and yours.
- Find out what he or she considers "a job well done."
- Make sure you know what you need to know to accomplish the tasks.
- Be polite when approaching your supervisor. If he or she is talking to someone else when you come into his/her office, wait until the other conversation is complete.
- Treat that person with respect. You also have the right to be treated with respect.
- Be positive in your approach to the supervisor.
- Do not engage in negative conversations about the supervisor with your co-workers.
- Don't lie to your supervisor.
- Never take office property or steal.
- Try to be personable, smile and greet him or her pleasantly.
- Give your job your best effort. Don't just give 70% but give 110%.

What Employers Look For In A Good Employee

A survey was conducted with Michigan employers who identified the factors they were looking for in an employee.

- Dependable
- Responsible
- Honest
- Respects Others
- Good Listeners
- Follow Directions
- On Time for Work
- Good Attendance
- Free From Substance Abuse
- Pride in One's Work
- Willing to Learn
- Works Well With Co-workers
- Cooperates as Part of a Team
- Flexible
- Completes Tasks on Time
- Enthusiasm for Work
- Follows Work Rules
- Treats Customers Well
- Uses Common Sense
- Shows Initiative
- Accurate in One's Work
- Works With Minimum Supervision
- Basic Writing Skills
- Basic Math, Computer and Problem Solving Skills

HOW TO APPROACH EMPLOYER BY THE TELEPHONE

Let's say you are sick and cannot come in to work. It is important to call in before the time you are expected to report to work. You should call your supervisor in this way:

- A. Name - Who you are.
- B. Name - Who you would like to speak to.
- C. Once you have your supervisor on the phone, state your name again.
- D. Tell them that you will not be in and why.

Example:

- A. Hello, my name is _____
- B. I would like to speak with Mr./Ms. _____
- C. This is John Doe.
- D. The reason that I am calling is to notify you that I am sick, or have an emergency situation to handle.

When do you plan to return back to work?

Date
Time

Return to work with a doctor's note, if that is your employer's policy.

Dress for Success On Your Job

What Should I Wear To My Job?

You should dress in attire appropriate to the job site. Each office or workplace is different. Some jobs require employees to wear uniforms. If you have questions, it is better to ask your supervisor what is appropriate to wear in your workplace.

You should not plan on wearing any outfit that is too short, too tight or too revealing. Unless you are in a recreational facility, you should probably not wear shorts. Waist-showing, or low cut outfits are inappropriate.

You should avoid clothes that are not neat and appropriate to that setting. If you are working in a food establishment, you may be asked to use a hairnet when you are preparing food. Some companies will ask individuals with tattoos to cover them with a shirt. Some will ask you to remove visible body piercing.

And of course, you should always report to your job clean and neatly attired every day. Always remember that your behavior and your appearance are a reflection of you.

Personal Appearance In the Workplace

A Few Easy Tips At A Glance

- Wear clothes that are clean, neat and in good condition
- Read clothing labels before washing and drying or ironing clothing items
- Know what to properly wear for your job (there may be a uniform)
- Avoid wearing a lot of jewelry
- Wear comfortable shoes and clothes. Avoid things that are too tight, or don't fit well
- Some jobs may require you to wear a uniform or sturdy work boots for safety and comfort

Grooming

- Shine your shoes
- Keep your hair well groomed. It should be clean, combed and neatly styled
- Shave before you go to work. Mustaches and beards should be neatly combed and trimmed
- Neatly trim and clean your fingernails
- Use makeup, perfume and cologne sparingly

Hygiene

- Keep your body clean
- Wash your hair regularly
- Brush your teeth and use deodorant

Getting Along...

Working Through
Conflict on the Job

CONFLICTS HAPPEN...

Whenever there is more than one person living in a house, going to a school, working at a job site, there is the potential for conflict. Sometimes the conflict at the work place are minor and can be easily resolved, by listening and talking with mutual respect. Sometimes there are personality conflicts that go much deeper. But conflicts should not stand in the way of you doing your job or getting what you want out of the job.

Resolving conflict is one of the most valuable skills you will learn. The ability to accept criticism, resolve conflicts, and negotiate new ways to do things better will be some of the skills that will help you throughout work career and your personal life.

What are some of the types of conflict you might see or experience on a job?

- Misunderstands on how a job should be done
- The way co-workers communicate with each other
- Gossip on the job
- When it appears that a worker is not doing his or her fair share, or is abusing privileges
- The way you communicate with your supervisor; does he/she treat you with respect, do you treat him/her with respect
- The conflicts that come from cultural, age or gender differences
- Sexual harassment

How To Avoid Many Workplace Conflicts...

- Treat you co-workers with the same respect you would like to have.
- Make sure that you understand what is expected of you. If you have questions on how a job should be done, ask. It is sometimes good to take notes.
- Stay focused on the work. Often workplace conflicts happen when employees cross the line between their work life and their personal life.
- Stay away from gossip. Gossip is harmful and is not appropriate for the workplace.
- Be a good listener. Don't always have to have the last word.
- Learn to respect the differences between you and your co-workers. The workplace is made up of many people with different backgrounds. Learn to respect and celebrate those differences. You will be working with people of different races, religions, cultures, ages and gender.
- Be a team player. By learning to work with the support your co-workers as a part of a team you will also be supported by them.
- Keep personal calls to a minimum. Many office conflicts arise from a perception that member of the staff spends too much time on personal calls.
- Be honest, respectful and tactful. There may be times in the workplace where two or more individuals will not agree. It could be discussion on how to handle a project, how long a job should take, or who should do what. You can still tell the truth and state your opinion without being loud or abusive.

Some conflicts can be avoided, but others must be handled. Hopefully your conflicts can be handled quietly, between you and the person with whom you have the conflict. But there may be other times that the conflicts have to be handled by a supervisor.

The best way to handle a conflict is by discussing it quietly and appropriately with the individual. It is not a good idea to try to resolve a conflict when you or the other person is angry. Situations only get worse in times of anger.

It is a good idea to remove yourself from a situation so that you can get clear on your point of view, before expressing it to others. What is the important point? Why is it important? How do you feel it should be handled? In personal conflicts, it is important to take ego out of the conversation. Address the important points without emotion or anger. Do not use profanity to express your point.

At no point is physical contact an appropriate means to handle workplace conflict. In most cases, a fight at work can mean instant dismissal and even criminal charges.

How Conflict Management Works

- What is at the root of the conflict?
- Is there anything else going on in that situation that is not being said?
- Figure out who is involved in the conflict. Often there are two people, but sometimes it is a group of people who are working on a project together.
- Identify the individual who is not involved, but who could help impartially resolve the conflict.
- Who is the person who is the decision-maker? If you and your co-worker are having a dispute over the way the phones are being answered, make sure the person who makes the final decision on phone answering policies is involved.
- Figure out what parts of the argument can be fixed and what cannot. You may not agree with the way that sales returns are handled, and you also don't like the person who handles them. The sales return situation may be resolved, but your personal feelings about the other person may not be changed. You may have to work together.
- Remember, in a work conflict, it should be possible for both parties to win. If you approach a situation in a way that there can only be one winner, eventually everybody loses. So try to come to a compromise.
- Never threaten anyone, either physically or verbally.
- Be calm and cool in resolving your conflict.
- Never lie about what caused the conflict.

HOW TO HANDLE PROBLEM SITUATIONS ON THE JOB

1. You overheard two co-workers criticize your work performance.

What do you do?

Approach your supervisor and tell him/her the conversation you overheard and ask the supervisor if there are problems regarding your work performance.

2. Your supervisor gets loud with you because he/she thinks you did not complete a job task. This had made you upset.

What do you do?

Indicate to the supervisor that you would like to be excused to go to the restroom. This will allow both of you to calm down and provide you with the opportunity to think what you need to say in your defense.

Example:

A teacher from a classroom asks you to clean up a tray of broken glasses right away. Once you return from the restroom explain to your supervisor what happened to demonstrate that you were not intentionally disobeying their orders, but something else came up. Also ask the supervisor if an emergency comes up again, is there a particular way that he/she would like you to handle the matter.

3. You are accused of something on the job which you did not do. For example: There is a telephone complaint against one of the customer service representatives.

What do you do?

Approach your supervisor and tell him/her about the accusation and explain that it was not you.

4. Some of your co-workers are talking about your boss in a degrading manner and ask for your opinion.

How do you respond and act?

I have no comment and slowly remove yourself from the room.

5. You overheard a number of racial slurs in the workplace during your break.

What do you do?

Explain to your supervisor you don't appreciate those type of comments and how should you handle ongoing occurrences.

6. How do you handle overbearing co-workers that expect you to do what they say?

What do you do?

Ask your supervisor to mediate in your behalf.

7. Your boss continues to be overly critical of your work performances but gives no helpful solutions.

What do you do?

Pick an appropriate time to approach your supervisor and ask him/her for helpful solutions to perform your job to their satisfaction. Maybe they want you to ask for help.

8. Your supervisor's boss continues to give you work assignments.

What do you do?

Complete all work assignments and keep your supervisor informed.

9. If a co-worker asks you what your rate of pay is ...

What do you say?

I do not discuss my wages with anyone.

10. An employee continues to look at you in a grim manner (Snarling and glaring in a hostile manner).

What do you do?

Avoid and ignore their inappropriate behavior and tell your supervisor that you are very concerned about the person's behavior.

11. How do you handle a supervisor who does not want to supervise you?

What do you do?

Keep a daily log of all work activities you are working on and have completed.

KNOW ABOUT SEXUAL HARASSMENT

The State of Michigan defines sexual harassment as unwelcome and unwanted sexual behavior which interferes with a person's employment by creating a hostile or intimidating work environment.

Verbal Harassment

- Sexual joking
- Requesting sexual favors
- Sexual comments
- Sexually suggestive sounds
- Name calling
- Requesting a date repeatedly
- Threatening rape
- Unwanted compliment

Non-Verbal Harassment

- Sexual material
- Leering at a person's body
- Writing unwanted notes
- Sending unwanted gifts
- Stalking a person

Physical Harassment

- Touching yourself in a suggestive sexual manner
- Touching another person in a suggestive sexual manner
- Squeezing or tickling a person
- Brushing against a person
- Sexual assault

Life Skills Management

MONEY MANAGEMENT

One of the top reasons we work is to get a paycheck. Your paycheck not only helps you buy some of the things you want, but it also helps you take care of the things you need. There are also the costs of keeping a job that have to be considered, like the clothes we wear to work and the transportation costs of getting to our jobs. You have to make sure you can pay for

day care, keeping the phone service so that your employer can call you with schedule changes, the insurance costs for days that you need to go to the doctor and many other necessities. That's why it's a good idea to learn how to manage your money. Here are some tips that will help you manage the money you make on your job:

Go to a Bank or credit union

- Open a checking and saving account.
- Ask them to show you how to track checking and savings transactions.
- Learn how to properly write a check.
- Learn how to properly use your ATM card and track withdrawals.
- Know how to properly verify all money deposits.

Understand your paycheck...

You know they told you that you would make \$8 an hour. You know that you worked 40 hours in this pay period. So you calculated that you would be bringing home \$320. However, your check says that you are getting \$200. What happened to your money? You need to know how to:

- Read and understand gross wages and net pay. You may have earned \$320, but the employer takes out taxes for federal, state and local government. There is also a deduction for social security and Medicare. You might also have pension deductions, or other things that you have chosen to have taken out before you get your check. So know what every item on your check means.
- Budget expenses on a weekly, biweekly and monthly basis.
- Establish and maintain good credit. It's easy to get into credit card trouble.
- Pay your bills in a timely manner. The way you pay your bills will either help you establish good credit, or hurt your chances for buying a car or a house. So know the rules.
- Set up and make payment arrangements with creditors.

HOW TO START A BUDGET

*Most people will spend 60,000 hours earning money in their life times.
Few people spend much time planning how they will use their money.*

SUGGESTION: In order to lessen anxiety and frustration about money, you may want to develop and use a budget.

I. GATHER INFORMATION ABOUT INCOME AND EXPENDITURES

- A. Determine all of your income sources and amounts.
- B. Use checkbook ledgers and receipts for specific information about recent expenditures.
 1. Classify this information by categories (i.e., Rent, Medical, Food, Etc.).
- C. Keep detailed records of all monies spent during a two-to-three month period (may be longer if necessary).
 1. Classify this information by categories.

II. ENTER GATHERED FINANCIAL INFORMATION INTO THE MONTHLY INCOME AND EXPENSES SHEET IN ALL CATEGORIES OF YOUR FINANCES

- A. Take the monthly totals in the income categories and multiply by 12 to find yearly income.
- B. Take the monthly totals for each expense category and multiply by 12 to find yearly expenditures.
- C. You will then have a prediction of expenses and income by month and by year.

III. COMPARE INCOME TO EXPENSES

- A. Add all income (Monthly/Yearly).
- B. Add all expenditures (Monthly/Yearly).
- C. Compare total income to total expenditures (Monthly Income-to-Monthly Expenses and Yearly Income-to-Yearly Expenses).

CAUTION

It may (probably will!) take some time to get your budget adjusted!
DON'T GET DISCOURAGED!!!



IV. ADJUST BUDGET

- A. If there is an excess of income, the excess can be distributed to various categories.
- B. If there is a deficit:
 1. Decide which area(s) you can spend less in.
 2. Get a higher-paying job and/or additional job.

V. KEEP TRACK OF EXPENSES

- A. Keep a monthly record sheet to record details of money spent in each expense category.
 1. Each category balance should increase so that it is available when needed.
 2. If there is a deficit in a category at the end of the month, borrow from savings – or increase monthly income to the category (referring to IV, B, 1 above).

A BUDGET IS A LIVING DOCUMENT. IT WILL NEED TO BE CHANGED AND UPDATED AS YOUR INCOME, EXPENSES AND PRIORITIES CHANGE.

TO ADJUST FOR YEARLY INCREASE (EXPENSES), MULTIPLY EACH YEARLY TOTAL BY .05 AND ADD THIS TO YOUR YEARLY TOTAL

EXAMPLE

RENT, 1989.....	\$150.00 per month	
	X 12 month	
		\$1,800.00 yearly
		X .05
	\$ 90.00 increase	
	+ 1,800.00 1989 yearly rent	
	\$1,890.00 1990 yearly rent (estimate)	
	- 12 months	
	\$157.50 monthly rent (1990 estimate)	

You can use these estimates to project expenses for the following year.

D
A
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H
PLAN A

REMEMBER YOU CAN CONTROL YOUR MONEY – OR – ALLOW IT TO CONTROL YOUR!!!

BUDGET EXPENSES

SHELTER:	Mortgage/Rent
	Electricity
	Heating
	Telephone
	Water
	Taxes

CHILD CARE:	

FOOD:	Food
	Snacks/Drinks, Etc. (Other than with groceries
purchased)	
	Lunches (School/Work)

TRANSPORTATION	Automobile Payment/Rental
	Automobile Insurance
	Gas/Oil
	Repairs
	Bus Fares
	Taxi Fares

INSURANCES:	Hospitalization
	Home/Renter's
	Life

PERSONAL:	Barber/Beauty Shop
	Incidental Allowances
	Cigarettes
MEDICAL:	Doctor
	Dentist
	Prescriptions

CLOTHING:	Purchases
	Cleaning/Laundromat

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BUDGET EXPENSES

GIFTS:	Birthday
	Anniversary
	Christmas

EDUCATION:	Tuition
	Books
	Newspapers/Magazines
DONATIONS:	Church

ENTERTAINMENT:	Movies/Plays
	Dinner/Lunch/Breakfast
	Parties
	Clubs
	Sports
	Festivals
	Concerts
	Vacations
	Babysitter (Recreational purposes only)
WORK EXPENSES:	

Other Life Management Skills

OTHER MANAGEMENT SKILLS

Managing Your Life Will Help You Manage Your Job . . .

If you have learned to manage aspects of your life such as your appearance, health, transportation, your living arrangements and your basic necessities, you will find it easier to manage your job. If you do not take care of your health, you could find yourself too sick to work. If you don't pay your phone bill and your phone service is turned off, you cannot get calls about your work schedule. If you don't have bus fare to get to work, it will affect your reliability. Everything works together to help you do better on your job.

Personal Appearance

Dress

- Know how to wear clothes that are clean, neat and in good condition
- Know how to read clothing labels before washing clothing items
- Know how to read clothing labels before drying clothing items
- Know how to read clothing labels before setting temperature of iron
- Know what to properly wear for your job (there may be a uniform)

Grooming

- Know how to shine your shoes
- Know not to wear loud colors or prints, avoid mismatching colors and patterns (pink with orange, plaids with stripes). Match belts, purse and other accessories with the rest of your clothes
- Know how to keep your hair well groomed. It should be clean, combed and neatly styled
- Know how to shave before you go to work. Mustaches and beards should be neatly combed and trimmed.
- Know how to neatly trim your fingernails
- Know how to use makeup, perfume and cologne sparingly

Hygiene

- Know how to keep your body clean
- Know how to wash your hair regularly
- Know how to brush your teeth
- Know how to use deodorant
- Know how to clean your fingernails

OTHER MANAGEMENT SKILLS

Taking Care of You

- Know where to find and get health care
- Know risks of sexually transmitted diseases
- Know risks of alcohol and substance abuse
- Know how to obtain copies of all medical records
- Know how to obtain medical insurance
- Know how to select a good doctor and dentist
- Know what number to dial for emergency health assistance
- Know how to use telephone book to find health care agencies
- Know how to take prescription drugs with other medications when appropriate

Food Management

You should know how to:

- Prepare nutritional meals
- Make out a week's grocery list
- Buy food items, separate and store in refrigerator, freezer
- EXAMPLE: One package of skinless chicken breast with seven pieces. Each piece should be rinsed and placed in a separate freezer storage bag and placed in the freezer
- Buy new and second hand cookware
- Store cooked food properly
- Detect spoiled food
- Follow directions when preparing food to insure proper sanitation
- Read labels to store food properly after container has been opened
- Cook on a gas stove
- Cook on an electric stove
- Keep a clean, sanitized kitchen
- Store dried food items, vegetables and canned goods
- Recognize the shelf life of all refrigerated items and canned goods

OTHER MANAGEMENT SKILLS

Housing and Housekeeping

You should know how to:

- Fill out a rental application
- Get a copy of your tenant rights
- Pay your rent on time
- Wash dishes, pots and pans
- Sweep floors
- Clean bathroom(s)
- Use different cleaning products
- Clean and sanitize the kitchen
- Mop the floor
- Vacuum
- Wash clothes
- Change bed linen
- Use a plunger
- Clean the refrigerator
- Clean the stove
- Save energy
- Keep a clean house
- Reset a circuit breaker
- Properly change a fuse
- Wash windows and hang curtains
- Talk to your landlord about repairs he or she should carry out
- Paint walls
- Use a lawn mower
- Cut off main water valve
- Put cleaning products out of reach of children
- Remove garbage and keep garbage container clean
- Lock and unlock doors
- Replace battery in smoke detector
- Use a fire extinguisher

OTHER MANAGEMENT SKILLS

Transportation Management

In order to get back and forth from work, you should know how to:

- Obtain a driver's license
- Use public transportation system (bus)
- Use taxi service
- Read a map
- Perform car maintenance
- Ride and repair bicycle
- Calculate the cost for transportation to and from work
- EXAMPLE: Bus, car, taxi, van pool, and bicycle
- Inquire about a van pool, if appropriate

Community Resources

Here are some key things you should know about the community you live in:

- The location and telephone number of the nearest police station
- The location and telephone number of the nearest post office
- The location and telephone number of the nearest grocery store
- The location and telephone number of the nearest hospital
- The location and telephone number of the nearest laundry facility
- The location and telephone number of the nearest emergency shelter
- The location and telephone number of the nearest food pantry
- The location and telephone number of the nearest health center
- The location and telephone number of the nearest community service agency
- The location and telephone number of a lawyer in your community
- The location and telephone number of the nearest Red Cross
- The location and telephone number of the nearest United Way
- The location and telephone number of the Health Department and Social Security offices
- The location and telephone number of the nearest Selective Service Office
- Where to register and the location of voting station
- How to use the telephone book to obtain locations of agencies for important survival and social needs.



Looking to the Future... Getting What You Want

LOOKING TO THE FUTURE

What is your plan?

One of the first steps toward success, in your personal life or on the job is taking the time to set a plan for yourself. You can't go after what you really want until you give some thought to what that thing is. Once you decide what it is that you want then it becomes easier to find out what it takes to get it.

Goal setting for the long haul is a very personal thing. The goals that your parents set for themselves, may not be the same that you set for yourself. Your sister or brother may have dreams of one thing, and you have dreams of something else. It is important to take some time out to think about what is important to you. If you could do anything, or work anywhere, what would you do?

Take the time to list ten things you enjoy doing:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Now, go back and make a note to yourself about why you like doing this. Is it because you have some skill at it, or is it because it relaxes you? Do you like it because it teaches you new things? Or is it because you meet interesting people?

LOOKING TO THE FUTURE

Now, take a few minutes to describe what you want your life to look like in the next couple of years.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

If you could do anything, what would be your dream job, and why? Describe it as completely as possible. What kind of people would you work with? What kind of salary would you make? Would you work nights or weekends? Would you be working at a computer? Take the time to paint a picture in your mind of the kind of job you would like to have in the future.

The next step is to figure out what it takes to move closer and closer to getting the job you thing you would enjoy. Plan out a strategy. Ask yourself these kinds of questions:

What kind of training do I need?

- Do I need a high school diploma or a college degree?
- Do I need to have good math skills? Are my skills good enough or do I need some math help?
- What does such a job really include? Would you be working with the public? Would you be working by yourself?
- Will I need to work with a computer? How will I learn the computer skills I need to get and keep this job?
- Is there room for advancement?
- What are the things that go with this job that I might not like? Every job, no matter how interesting or rewarding, has its up and down sides.

LOOKING TO THE FUTURE

Do Your Homework...

If you don't know the answers to these questions, find out by talking to someone who does know. Get them to tell you how they got where they are and how they had to prepare. Maybe after talking to this person and doing some additional research, you will find that this is a path you'd like to follow. Maybe you will find out that there are things about the job that you didn't know.

Research careers and opportunities by . . .

Talking to people who work in that profession

- Taking an entry level job in that field, so you can see if you like that kind of work
- Going to the library and get books and magazines on the kind of jobs that interest you
- Calling the counselors at your local community college to get some advice
- Exploring the internet, either at home, at school or at your local public library

Working Your Plan and Planning Your Work

Once you do your research, start building a plan that will help you get what you want. Commit that plan to paper and assign yourself some target dates by which you will take action on the things you need to do.

Let's say you decide that you want to be a customer service representative at your local utility company. You think you will like this because, you enjoy working with people. You are also excited about it because they pay well and they have excellent health benefits.

You have already done your homework on what it would take to get a job there. Your aunt works there, so you talked to her about what you need to do. Your next step is to make a chart that outlines what you need to do and how you plan to do it.

LOOKING TO THE FUTURE

This is how it might look:

My Plan for Becoming a Customer Service Representative at Michigan Electric Company

What I need to do...	What I will do to accomplish it...
All employees must be 18 or older	I turn 18 on July 25
You need a high school diploma or GED	I will graduate next year in June
You have to take a computer keyboarding and math skills test and pass at 80 percent	I will take some computer key boarding classes, including Microsoft Word. I will take a basic math refresher course this Fall.
Many people get hired through personal relationships.	I will tell my aunt about my interest and ask for her help in putting me in contact with the right people. I will ask her to get me an application as well.
You must have personal interview with the hiring manager.	I will research the company, review the MISTY Self Help Employment Handbook, write down my questions, and put my best foot forward in the interview. I will make sure that I dress and act appropriately for that job.
I will wait for a response after the interview	I will send a thank you note to the person who interviewed me.
If I get the job, I will start as soon as possible, and do a good job. If I don't I will keep trying.	I will take the test again, if my scores are low, but not before additional preparation.

Once you have gotten the job you want, don't forget about opportunities to move up and advance to a higher paying position.

SUMMARY

The world of work is challenging yet rewarding. Doing a good job and handling things that come your way do a lot to build your belief in yourself. It will feel good to bring home a paycheck that you earned. Each positive step you make is a step in the right direction. If you make a mistake, don't give up. Pick yourself up, dust yourself off and get ready for the next step. Remember:

Keep a positive attitude about your future.
Dream big dreams for yourself.
Work hard and believe in yourself.
Dare to be the best you can be.

**STATE OF MICHIGAN
FAMILY INDEPENDENCE AGENCY**



**Manpower
Information
and Services For
Transitioning
Youth**

QUANTITY: 10,000
COST: \$8,600.00 (.8600 ea.)
AUTHORITY: FIA Director

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